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Solving Problems

This section describes a few simple problem solving procedures. This page gives suggestions for a newly installed RISO Computer Interface. The next page gives suggestions for other problems.

New Installation

If you cannot print to the Risograph after initial installation of the RISO Computer Interface, take the following steps in order:

1. Try the Risograph in stand-alone (non-interface) mode to see if it will copy a document. If not, check error indicators on the Risograph Control Panel, and refer to Risograph documentation. If the Risograph does not operate in stand-alone mode, it will not print or scan under computer control.

2. Verify that the POWER light on the front panel of the RISO Computer Interface is on. If it is off, check the power cord connections and verify that it is connected to a live electrical power outlet conforming to the voltage and frequency ranged printed on the serial number label located on the bottom of the enclosure.

3. Look at the error light on the RISO Computer Interface front panel. Is it on? If it is, turn the power off and back on again. If the error light remains on, your Computer Interface has an internal problem. Call a RISO Service Technician.

4. Check the cable connection between Computer Interface and computer. Is the cable solidly connected to the connector sockets on both the RISO Computer Interface and the computer?

5. Inspect the DIP switches on the back of the interface enclosure. Refer to the Connections section and make sure that the switches are set correctly. If using a serial connection, make certain that the baud rate, data bits, parity and other serial options match those of the computer. To set or verify the parameters of the computer, use the DOS Command Mode. If you change the DIP switch settings, you must restart the Computer Interface by turning the power off and back on again.

6. Is "Interface" selected on the Risograph Control Panel? If not, select it.

7. If your computer is an IBM or IBM compatible, compare the Computer Interface language selected in the RISO Control software Options menu with the printer driver selected in your software application. They must be compatible. For example, if you selected a LaserJet III or LaserJet II printer in your application software, you must select PeerlessPrint5 in the RISO Control software Options menu. If you selected a LaserWriter printer or PostScript printer in your application software, you must select TrueImage in the RISO Control software Options menu.

8. Try printing a simple text file. If still unable to print, turn off your computer, the Computer Interface, and the Risograph. Restart the Risograph and select "Interface." Restart the Computer Interface and

wait for the Ready light to glow. Restart your computer and repeat step 7. Try printing a simple text file.

The Risograph Stops Printing Under Computer Control

If the you were able to print under computer control before, but now you cannot, try the following:

1. Make sure that there are no error messages on the Risograph Control Panel. If the Risograph indicates an error, follow the Risograph's instructions for correcting the error.
2. If the RISO Computer Interface error light is on, turn off the power on the RISO Computer Interface, and then turn it back on.
3. Make sure the Risograph is in "Interface" Mode.
4. Try again.

The Printed Output Is Not Formatted Correctly

It could be that you have selected some options that do not make sense for the documents being sent to the printer. Try the following:

1. Launch RISO Control software, go to the Job menu and select Reset.
2. Go to the Options Menu and select the printer language desired.
3. Try printing the file.
4. If using LaserJet emulation (PeerlessPrint5), and the printed output is still incorrect, it may be because of the Reset Command from step 1 has changed your formatting and font settings. Reselect formatting and Font options and try again.

PeerlessPrint5 Output Does Not Have the Font or Fonts You Expected

The RISO Computer Interface may run out of memory if too many soft fonts are downloaded, especially if they are all made permanent. Try the following:

1. Go to the Job Menu and select Reset. This will delete any temporary soft fonts.
2. Download the fonts, and try again.
3. If the output is still incorrect and too many fonts have been downloaded, delete some. Or, if you cannot remember what fonts were made permanent, start over. Turn the power off and back on at the RC Computer Interface. This will delete all previously loaded soft fonts.
4. Now download the desired fonts, and try again.
5. If some downloaded fonts are still missing, install the Memory Upgrade Kit (contact your RISO dealer.)

Attempts to Start Scanning Produce Error Messages

A memory conflict may exist in your computer between the RISO SCSI adapter and other system resources. The RISO SCSI adapter and

scanning control software require reservation of the memory block DC00-DFFF for their exclusive use. Some **potential** sources of memory conflict are:

1. Extended memory manager installed.
2. Windows virtual memory 32-bit access turned on.
3. Video BIOS shadowed in memory.
4. Network card installed.

Memory conflicts from those resources can be avoided by excluding them from the DC00-DFFF block of memory address locations.

At times changing the video board has solved a scanning problem.

On computers with video built into the mother board, scanning conflicts have been resolved by disabling the mother board video and installing a generic VGA card.

Some hardware conflicts cannot be resolved. IBM PS/2 models 56 and 57, which have SCSI built onto the mother board, are incompatible with the RISO scanning hardware and software. They cannot be made to work. It is possible that other computer hardware will exhibit similar fundamental incompatibility.

Other potential sources of scanning problems are:

1. No SCSI board installed in the computer.
2. SCSI cable not connected between SCSI board and Computer Interface.
3. Defective SCSI cable.
4. Defective Risograph video cable (between Computer Interface and Risograph.)
5. Defective parallel cable (one occasion.)
6. Cable disconnected inside Risograph.

Cannot Remember What Was Done The Last Time

In this case the best thing to do is to restart the RISO Computer Interface by turning power off and back on. Then start over with the powerup default settings.